

Mediation Program

An Effective Solution for Positive Results

"The Department of Human Resources is proud to offer the Mediation Program as a resource for agencies and employees in state government. Mediation is an effective way to bring resolution and mutually acceptable solutions to common workplace conflicts or misunderstandings. I invite you to take advantage of this practical and efficient practice."

Commissioner Rebecca Hunter, Department of Human Resources



"State government's most valuable asset is its community of dedicated employees that work hard to serve the taxpayers of Tennessee. The new Mediation Program will help to ensure a cohesive workforce through sustainable workplace solutions and effective communication."



Mark Cate, Chief of Staff to Tennessee Governor Bill Haslam

Mediation Program

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What is Mediation?

Mediation is a form of alternative dispute resolution that is offered to state employees by the Tennessee Department of Human Resources. Mediation is an informal process where a neutral third party assists employees who are involved in workplace conflict by helping them to achieve a voluntary resolution to their issue. A mediator helps the parties agree on a mutually acceptable resolution. Mediation is an entirely voluntary process.

How Does Mediation Work?

The Mediation Program is administered by the Tennessee Center for Workforce Relations (the Center). A state employee begins the process by filing a request for mediation with the Center. If the request meets the requirements for an issue that can be mediated, the Center will contact the other employee and attempt to get that person's agreement to participate in the process. If the other employee agrees to participate, a mediator will conduct the mediation at a mutually convenient time.

What Kind of Disputes are Covered?

The program covers "workplace issues" which now includes suspensions, demotions, terminations, discrimination, harassment and involuntary transfers over 50 miles. It also covers other workplace issues such as conflicts involving relationship and communication issues between employees. *A request for mediation does not stop any pending disciplinary action or delay the appeal process.*

Does it Cost and who is Covered?

Mediation is offered at no cost to covered state employees which includes any non-probationary employee in the preferred and executive service of the departments and agencies in the Executive Branch.

